

**Minutes of DDS Board Meeting
June 7, 2006
Conyers Headquarters**

Present

Trummie Patrick, Vice Chairman
Billy Fortson, Secretary
Doug Chalmers
Linda Evans
Ben Porter

Not in Attendance

Kelly Gay, Chairman
Patrick McGahan
David Hanna
Susan Gordy

Also present was Joseph Drolet of the Attorney General's Office.

Vice Chairman, Trummie Patrick called the meeting to order at 9:05 a.m. at which time a quorum was established.

Approval of Minutes from May 3 Board Meeting

Upon review of the minutes from the May 3, 2006 Board meeting, Doug Chalmers suggested that the wording be revised to a particular sentence on page three, in the discussion regarding the Paul Landers Petition for a Waiver to a rule. Vice Chairman Patrick called for a motion for approval of the minutes with this change. Doug Chalmers motioned to approve the minutes as corrected; Linda Evans seconded the motion with unanimous approval by the remaining Board members. A copy of the corrected minutes of the May meeting is attached as a permanent record to these minutes.

Mr. Patrick stated that since one of the Board members had to leave by 11:00 a.m., he would begin with the rule changes while there was a quorum present to vote and then proceed to the Commissioner's Report.

Review and Approval of Rule Changes

Ms. Jennifer Ammons, General Counsel, reviewed the two rule changes to be considered for initial adoption:

375-3-1-.02 – Documents Required for Initial Issuance – the purpose of the amendment is to modify an existing regulation to reflect the enactment of House Bill 577 passed during 2005 Legislative Session which prohibits the Department of Driver Services from collecting or maintaining fingerprint records on licenses or the holders of identification cards.

375-3-8-.03 – Access to Driving Record Information – the purpose of the amendment is to modify existing regulation due to HB 501 enacted in 2005 Legislative Session which created the Department of Driver Services transferring responsibility for administration of the law relating to drivers licenses and driving record information to that agency. Also, the reference to the requirement for notarization of a licensee's signature on consent for release of a driving record was deleted pursuant to HB 513 enacted in the 2006 session of the General Assembly.

Upon completion of the review, Ms. Ammons asked the Board for their favorable consideration of these initial rule changes. Vice Chairman Patrick called for a motion. Billy Fortson motioned to approve the rule changes as presented for initial adoption; Ben Porter seconded with unanimous approval by the remaining Board members.

Commissioner's Report

Commissioner Dozier reviewed a PowerPoint presentation which is attached as a permanent record to these minutes.

HQ Reorganization – Mr. Dozier reminded the Board of the consulting group hired to help DDS develop a reorganization plan of the headquarters licensing process. That reorganization meant rewriting job descriptions resulting in twenty manager positions being reduced to twelve. One area showing drastic improvement is the citation processing unit which has gone from a nine-month entry of citations onto a driver's record, to just one week.

Teenage & Adult Driving Responsibility Act (TAADRA) - Jennifer Ammons explained that TAADRA is a law that pertains to children under age 18 who have applied to receive an instructional permit or a driver's license in GA. To be eligible for a permit or a license they are required to be either enrolled in or have completed school. There are a number of ways to satisfy the education requirement: have a diploma; working on or have received a GED; have received a special diploma or a home school certification. In addition to school attendance, there are also specific behavior guidelines that must be met. Schools submit a form to DDS stating when a student is not in compliance with these requirements and their permit or license is suspended. Once suspension has been in effect for one-year, or the child turns 18, it will age-off the driving record. A hardship exemption is available under specific circumstances (i.e., parents are disabled). Starting in July, DDS will have statutory authority if a child goes back to school or enrolls in GED school or receives their GED, to give them their license back since the functionality of the statute is being met.

Georgia Electronic Citation Processing System (GECPS) – Ross Potts gave a brief overview of GECPS which provides a secure means to meet the federally mandated timeframe for posting convictions to driving records within ten days of adjudication by September 30, 2008. With the passing of HB 1253, Georgia courts will be required to electronically submit convictions to DDS within ten days. There are currently 478 courts that have not registered to partner with DDS to become a GECPS court and still submit paper citations. DDS is currently involved in outreach efforts to encourage and assist non-compliant courts to make the transition to electronic submittals.

Alan Watson discussed DDS' plan in getting more courts on GECPS. The agency has always had a judicial liaison, whose primary responsibility was to help courts understand new laws as

they occur. In the reorganization, that position was rolled it into the new DDS Business Standards group. Their job is to understand all Federal and State laws, and rules and regulations that impact drivers' licenses. They will take that knowledge and update all policies and procedures, train the staff, and continue being the liaison with courts and law enforcement agencies. DDS has applied for a grant through the Federal Motor Carrier Safety Association (FMCSA) to fund the hiring of two new employees to assist with judicial outreach focusing solely on getting courts on GECPS. Also, there is a committee consisting of IT and legal staff, so if a court has specific problems getting on board, the committee can quickly provide answers.

Mr. Watson stated that DDS still receives 7,500-10,000 paper citations per week that must go through the entire citation processing procedures of validation, archiving and data entry. This process is currently being completed in seven days of receipt of the citation and uploaded to the mainframe nightly. The goal however, is for 95% of all citations to be processed within five days.

OCS/DDS Partnership – Commissioner Dozier reminded the Board of the partnership between DDS and the Governor's Office of Customer Service in the development the 2007 Customer Service Plan. The goal was to help DDS come up with a Customer Service Plan, and to implement this same plan for other state agencies. The plan will outline major initiatives; such as continuing education of examiners and hours of operation, but mainly improving the call center. One of the recommendations is to add an additional 24 lines to the call center, so the true call volume and abandon rate can be measured. Another recommendation is to make the reservation process available on-line and provide a status check through the Integrated Voice Response (IVR) system. Upon completion, the 2007 Customer Service Plan will be presented to the Board.

Old/New Business

Mr. Patrick asked if there was any old or new business to discuss. He stated that typically the Board has not held a meeting in July due to vacation schedules and asked if everyone was in favor of doing that again. All members agreed to forgo the July meeting making the next schedule Board meeting August 9, 2006.

Vice Chairman Patrick stated that there would be an Executive Session following the regular meeting and called for a motion to adjourn. Ben Porter so motioned; Billy Fortson seconded with unanimous approval by the remaining Board members.

Respectfully submitted,

William D. Fortson, Jr., Secretary